

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

September 24, 2008

5 Page Document

TITLE: Information Systems Support Specialist
POSITION NO: 11120
LOCATION: Disability Services Division, Helena
STATUS: Full-Time/Permanent
UNION: MEA/MFT
PAY GRADE: Pay Plan 20, Pay Band 5
STARTING SALARY: \$33,454 - \$41,830 annually. Depending on qualifications and internal equity.
SUPPLEMENT: Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, October 8, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: As directed by the Agency Wide Accounting and Client System (AWACS) lead worker, this position is responsible for managing the Developmental Disabilities Program (DDP) statewide computer systems (AWACS) and Montana Needs Assessment (MONA). The multidimensional systems integrate the budget and accounting of all benefit expenditures, authorization and payment of all client services, case statistics, and tracking of each client in the DDP service delivery system. This position monitors the statewide data input and service payments for over 4,000 clients and assists with other users in the continuing development and growth of the system. Other duties include coordinating and providing system and program training needs, researching and recommending system enhancements, evaluating testing results, and monitoring system compliance.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

AN EQUAL OPPORTUNITY EMPLOYER

Knowledge: Knowledge of the DDP services, policies, and procedures; federal reporting regulations; training concepts in support of automated system users; principles and practices of governmental accounting and budgeting; and computer operations, relational databases, and client/server applications.

Skills: Skill in written and verbal communications to effectively communicate complex problems to department and contracted database programmers; analyzing, problem solving, and evaluating computer database inconsistencies in order to resolve or assist staff or department programmers in resolving problems; the use of computers, specifically in the web for interpretation of data; and organization.

Abilities: Ability to apply program and systems knowledge in reviewing user problems and system enhancements; obtain necessary cooperation from persons at various management and staff levels; weigh differing or conflicting program factors and needs to establish appropriate priorities for technical work and training activities; set priorities; maintain effective relationships with other staff, agency, and contractor personnel; continually integrate incoming technical and procedure data to prevent system duplication or noncompliance; communicate effectively verbally and in writing to transmit technical and procedural information and discuss policy issues and user considerations; and describe system applications capabilities.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree **AND** two years experience with Oracle or other relational database design, query tools, and spreadsheets. Emphasis in computer systems and applications or business related field preferred. Relevant experience may substitute for the formal education on a year-for-year basis. Preferred: Experience in web page design/management and experience working in developmental disabilities field.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;

3. Photocopy of transcripts for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; **OR if unforeseeable circumstances occur, transcripts may be brought to interview;** and
4. Supplemental question.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTION

Department of Public Health and Human Services
Title: Information Systems Support Specialist
Position: #11120
Location: Disability Services Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your response to the supplemental question must be printed clearly or typed on standard 8.5 x 11 inch paper. Your response should be clear, concise and numbered. Since your response will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTION

NOTE: Your answer to the following question must be specific as to dates and employers. If this supplement is used as a screening tool, your answer may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please describe your experience with information technology systems, especially your involvement in designing and/or maintaining relational databases. If applicable, include the methods and software used to ensure the accuracy of the information in the database.